Schedule 7

Telephony Services

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the "RFP")

effective _____ 2018

between

The Office of the United
Nations High Commissioner
for Refugees

and Contractor

Table of Contents

1 INTRODUCTION 3
2 TELEPHONY SERVICES 3
3 SERVICE WINDOW AND CHANGE TO SYSTEMS 7
4 IMPLEMENTATION OF TELEPHONY SERVICES 7
5 OUT OF SCOPE TELEPHONY SERVICES 8

1 Introduction

1.1. This Schedule 7 sets forth Contractor's roles and responsibilities in providing Telephony support services to networks and Users at all UNHCR locations.

1.2. Unless the context otherwise requires, capitalized terms used but not defined in this Schedule 7 shall have the meaning given to them in Schedule 1 (Technical Definitions) or the Agreement.

2 Telephony Services

2.1. General

Telephony Services are the functions associated with maintaining physical and logical configuration for in-scope Services components (e.g., Software, Data, Hardware) in compliance with UNHCR policies and requirements.

The following are the key high-level Service objectives UNHCR expects to achieve through outsourced Telephony Services:

- Maintain best practices for delivery of the Telephony Services and implement a service delivery program that comports with those practices;
- Provide Telephony Services with guarantees backed by Service Level Requirements (SLRs);
- Provide Telephony Services with features and functions that meet User needs and meet UNHCR business requirements; and
- Cost-effectively maintain and support UNHCR Telephony infrastructure with appropriately skilled staff to meet established Service Level Requirements.

Contractor shall be completely responsible for all in-scope day-to-day Telephony activities (Incidents and Service Requests) for remotely maintaining business-as-usual (BAU). Services are to be available 24 hours, seven days a week, and to be accessed by way of the Global Service Desk. The sub-services as more fully described in this Section 2 include:

(a) Cisco IP Phone services;

(b) Cisco Unified Communications Manager Express (CUCME) and Cisco Unified Communications Manager (CUCM) configuration and administration;

(c) Cisco Unified Border Element (CUBE) management and maintenance;

(d) line and circuit support; and

(e) documentation and device support.

2.2. Personnel

Providing trained and qualified personnel is essential to effective service delivery.

Contractor shall:

(a) Provide personnel with technical skills and competencies that allow for effective delivery of Services;

(b) For Telephony support, personnel shall have:

(i) Provide evidence of completion of CCNA (Collaboration) certification;

(ii) experience with common Cisco IP phones such as models CP-7916, CP-7945, CP-7965, CP-8841, CP-8821, CP-8831(x, y, z) and future replacements; and

(iii) experience on E1/T1 Trunks, SIP, H.323, MGCP, CUCM, CME, CUE, CUCx, Cisco Voice Gateways, CUBE.

(c) understand ITIL processes of Incident, Problem, Change, Release & deployment, and Asset & configuration management;

(d) are familiar with techniques of customer interaction and high standards of customer support;

(e) are familiar with UNHCR standard endpoint devices, standard operating environments, and standard image software;

(f) understand the UNHCR service level agreement and prioritization of Incidents and Service Requests; and

(g) have been on-boarded with knowledge of the UNHCR business, mission, security awareness, and policies.

2.3. Cisco IP Phone Services

Contractor shall:

(a) Provide remote setup and configuration of Cisco IP Phones – soft moves, adds, changes, and deletions (MACDs/IMACs) in CUCME and CUCM for all supported sites and subsequent addition of sites thereafter;

(b) provide remote setup and configuration of IP conference phones;

(c) correct time and date on the Cisco IP phones; and

(d) perform IP Phones firmware upgrade, by pushing new firmware from CME to phone(s).

2.4. Cisco Unified Communications Manager Configuration and Administration

(a) Provide management of LPCOR (PIN Code) configuration and class of restriction feature;

(b) provide technical support for Call Data Records (CDR) configuration on the CUCME for Billing System;

(c) manage CUCME Graphical User Interface (GUI) access configuration;

(d) troubleshoot issues related to CUCME, Cisco Unity Express (CUE) and global VoIP routing;

(e) create and delete voicemail boxes in CUE. Change prompts and scripts in CUE based on the requirements specified by the local ICT officer;

(f) create / change of Auto Attendant / Interactive Voice Response (IVR) tree;

(g) create HQ extensions in the field (formerly referred to as “PAMA” extensions);

(h) create/change CUCME/CUCM telephone directory(ies);

(i) configurate of native CDR generation;

(j) configure additions related to CUCME or CUCM for managed sites.

2.5. Cisco CUBE Management and Maintenance

(a) Perform Cisco Unified Border Element (CUBE) configuration and management;

(b) perform CUBE maintenance; and

(c) interface the CUBE with the Avaya PABX in Geneva.

2.6. Line and Circuit Configuration and Support

(a) Configure digital lines like BRI, PRI, and DID mapping for calling access;

(b) provide remote support during the installation of these lines into the router;

(c) configure FXO lines creating incoming and outgoing call facility. Providing remote support during the installation of FXO module into the router;

(d) configure Fax lines and Analogs phones on FXS ports. Providing remote support during the installation of FXS module into the router; and

(e) configure and maintain E1/T1 systems with PRI configuration or MGCP.

2.7. Telephony Monitoring

Contractor shall provide Telephony Monitoring activities associated with the proactive monitoring and alerting of network performance and management information, including:

(a) Recommend Contractor’s standard Telephony Monitoring Services and Incident and Problem Resolution procedures;

(b) develop Telephony Monitoring Services policies that meet UNHCR requirements and adhere to UNHCR policies;

(c) develop, document, and maintain Procedures Manual Network Monitoring Services and submit for approval, procedures that meet UNHCR requirements and adhere to UNHCR policies;

(d) manage current or provide and manage automated tools for monitoring voice circuits, devices, and traffic from Contractor’s Network Operations Center (NOC);

(e) implement measures and provide proactive analysis of network data and reports to limit network Outages and optimize UNHCR’s bandwidth utilization;

(f) proactively monitor current network utilization and provide information to UNHCR for use in determining future capacity requirements by using UNHCR provided tools;

(g) monitor, operate, and perform Problem determination, alert, and repair for in-scope network environments on a 24x7 basis, including for Service Outage, loss of connection and specific performance indices by using UNHCR provided tools;

(h) monitor LAN ports for all servers and uplinks; LAN ports should be monitored for peak utilization, average utilization, latency, and error levels unless otherwise agreed upon

by UNHCR by using UNHCR tools. Contractor should also have the capability to turn on monitoring for individual regular desktop ports for troubleshooting;

(i) perform remote LAN analysis diagnostics and on-site troubleshooting;

(j) manage Service Requests and dispatch process as directed by UNHCR;

(k) dispatch pre-approved Contractor on-site support personnel and/or Third Parties as appropriate;

(l) manage data network performance or availability issues resulting from a fault or impairment in network devices or voice circuits;

(m) provide reporting (e.g., availability, utilization, latency, capacity) on network components providing connectivity to UNHCR Applications; and

(n) collect data and reports from third parties and provide consolidated reporting (e.g., availability, utilization, latency, capacity) on out-of-scope network components (e.g., Third party WAN/ LAN network circuits and components, third party partner and service provider connections) providing connectivity to UNHCR applications.

2.8. Telephony Event Management

Telephony Event Management means those functions associated with managing network events through their life cycle, including detecting events, analyzing them, and determining the appropriate action. Telephony event management services include monitoring and logging the health and performance of the network and network components across the UNHCR enterprise.

Contractor shall:

(a) Work collaboratively with UNHCR to design and implement a comprehensive set of automated alerts and alert thresholds that span the enterprise;

(b) integrate monitoring solutions into event management tools and processes;

(c) review thresholds and provide feedback on areas of concern;

(d) create automated Incident tickets for events that exceed acceptable thresholds;

(e) collect, correlate, and analyze event data and make recommendations for service improvements; and

(f) provide read access to event monitoring and correlation reporting tools.

2.9. Telephony Reporting

Contractor shall:

(a) Provide regular performance monitoring reports (frequency to be agreed) on LAN uptime, incidents, and other performance metrics; and

(b) provide input into the capacity planning exercise to ensure that the networks are sized at the level required for the Services to be provided.

2.10. Documentation and Support

(a) Develop and maintain a "Network Operations and Administration Services" procedures manual that meets UNHCR requirements and adheres to UNHCR policies, procedures, and standards;

(b) perform day-to-day Network Operations and Administration Services activities for in scope equipment including any break-fix activities;

(c) manage network Assets in accordance with UNHCR policies, standards and procedures (including security oversight and Change Management policies and procedures);

(d) manage and provide proactive and reactive maintenance on network Assets;

(e) best effort support of devices which are not covered under Cisco Smartnet or are End of Support/End of Life;

(f) non-standard set-up for which UNHCR does not provide detailed documentation will be supported on best effort basis; and

(g) vendor coordination and raising TAC cases with Cisco for troubleshooting and issue resolution.

3 Service Window and Change to Systems

Contractor shall:

(a) Perform Telephony maintenance (hardware and software) at lower usage periods (e.g. nights or weekends) wherever possible and in mutual agreement with UNHCR, in order to minimize the impact on operations.

(b) all changes to the systems (hardware and software) should be based on an approved Change (or emergency Change). Contractor is expected to follow the established UNHCR Change Advisory Board (CAB) and ITIL procedures when implementing a Change through the Change Control Procedure.

4 Implementation of Telephony Services

Contractor shall:

(a) Be actively involved in the development of new Telephony services. Such new services shall be added to the Services in accordance with the Change Control Procedure set forth in Schedule 7 (Cross Functional and ITIL Services); and

(b) follow the agreed ICT Project and Governance process in the delivery of new services. Contractor shall be involved in all aspects of the service development and will provide work and cost estimates as part of the approval process.

Project work activities are listed below:

(a) Full configuration of Cisco Unified Communications Manager Express (CUCME) at any site;

(b) full configuration of Cisco Unity Express (CUE);

(c) full configuration of Auto Attendant and IVR features;

(d) project work activities will be performed during Geneva business hours. If any work needs to be done outside Geneva business hours, premium rates will apply for the duration of the work performed outside the business hours;

(e) efforts for Project Management and Oversight of Projects will be discussed on case to case basis. If requested by UNHCR, Contractor shall provide resources according to the Project Labor Rate(s) in Schedule 11 Appendix A (Volumes and Pricing Tables); and

(f) UNHCR will provide advance notification for project work to the Contractor as per the table below:

Table 1

Office Category	Number of devices	Advance notification (days)
Small	<=50	3
Medium	50 <= devices < 100	5
Large	>= 100	10

5 *Out of Scope Telephony Services*

The Parties agree that the following services are not within the scope of the Services defined within this Schedule 7:

(a) Management and maintenance of video conferencing devices, (covered under Schedule 8 (Video Conferencing Services));

(b) management and monitoring of billing systems and CDR flow;

(c) touch labour: tasks which require physical intervention or onsite presence. In case of activities needing on site touch labour, these will be pre-arranged and scheduled with the local ICT resource in order to guarantee a successful outcome;

(d) vendor coordination with local ISP, this is done by the local ICT resource. Maintenance of devices or services in non-supported sites, i.e. those which are not explicitly mentioned;

(e) setup and configuration of FTP server for transmission of CDRs;

(f) PIN code management for outgoing calls through Geneva;

(g) inventory management is the responsibility of UNHCR/DIST ICT Operations Service;

(h) support for non-Cisco devices;

(i) troubleshooting issues related to third party devices or billing system for CDRs;

(j) design and architecture of voice setup;